

**Express Scripts Medicare (PDP) for the State of Delaware
Medicare Part B Coordination of Benefits (COB) Process
Frequently Asked Questions**

Q. Why is there a new claims process beginning August 1, 2016 for Medicare Part B eligible prescription drugs and supplies?

A. The State of Delaware continues to look at ways to add savings to the prescription plan so they may continue providing members cost effective coverage. Currently, the State pays 100% of the cost of the Part B medications. By coordinating the payment process with CMS, the plan will save up to 80% of the cost of the Part B medications.

Q. What will I owe for my Medicare Part B medications? Prescriptions?

A. You will not pay more than your prescription copay for Part B medications. Prescription copay rates can be found online at http://ben.omb.delaware.gov/script/retiree_medicare.shtml.

Q. What forms of ID do I bring with me to fill a prescription at a Medicare Part B Participating Retail Pharmacy beginning August 1, 2016?

A. Medicare requires that you bring the prescription with your red, white and blue Medicare ID card and Express Scripts ID card when filling a prescription at a Medicare Part B–Participating Retail Pharmacy.

Q. Why am I being asked to present my Express Scripts ID card as well as my Medicare card when presenting new prescriptions at a participating Retail Pharmacy?

A. When filling a new Medicare Part B prescription at a participating retail pharmacy; should the claim reject at point of sale, a message will be relayed to the pharmacist to verify Medicare Part B eligibility. A copy of your Medicare ID card is required for the pharmacy to verify eligibility and bill Medicare on your behalf.

Q. Will I be asked to do anything different for prescriptions already on file with my Retail Pharmacy when I request a refill?

A. If filling an existing prescription at a retail pharmacy; should the claim reject at point of sale, a message will be relayed to the pharmacist to verify Medicare Part B eligibility. A copy of your Medicare ID card is required for the pharmacy to verify eligibility and bill Medicare on your behalf. You may also be asked to fill out an authorization billing form. Medicare requires that you complete this form so the pharmacy can submit claims to receive payment from Medicare Part B and other insurers on your behalf.

Q. Why does my pharmacy need to call my doctor?

A. The pharmacist may need to contact your doctor to determine Medicare Part B eligibility for your medical condition.

Q. Will I need to get a new prescription from my doctor?

A. No. You can utilize your current prescription, granted it has refills available.

Q. What medications and supplies are covered by Medicare Part B beginning August 1, 2016?

A. Prescription drugs and supplies covered by Medicare Part B in a pharmacy setting are listed below:

- Diabetic supplies – Blood glucose test strips and monitors
- Specific medications used to aid tissue acceptance from organ transplants
- Certain oral medications used to treat cancer
- Respiratory medications administered through a nebulizer

For a complete list of eligible medications and supplies, contact Medicare at 1.800.MEDICARE (1.800.633.4227). TTY users should call 1.877.486.2048.

Q. How do I find a Medicare Part B–Participating Retail Pharmacy?

A. Most independent pharmacies and national chain pharmacies are Medicare providers.

To find a Medicare Part B–participating pharmacy, visit the Medicare website at www.medicare.gov/supplier/home.asp or call Medicare at 1.800.MEDICARE (1.800.633.4227). TTY users should call 1.877.486.2048.

Q. What should I do if I experience problems with filling a Medicare Part B prescription?

A. You may call Express Scripts Medicare Member Services: 1-877-680-4883 (toll-free).

Q. Can I continue to fill my prescriptions through Express Scripts home delivery?

A. Yes. You don't have to do anything different to fill your prescriptions through home delivery via the Express Scripts pharmacy. This program only applies to prescriptions filled at a retail pharmacy.